

POSITION GUIDE  
NONAPPROPRIATED FUNDS

JOB NUMBER  
FLSA: EXEMPT

TITLE: Front Office Manager

PAY PLAN/SERIES/LEVEL - NF-1173-4

MAJOR DUTY DESCRIPTION:

Manages the front desk operations of a lodging property having an inventory in excess of 600 rooms. Plans, organizes, and directs, all within budget, the operation of the activity to include reservations and check in, cashiering, group management, check out, night audit functions, and oversight over reservations and where applicable, continental breakfast operations. Maintains front desk contingency operations. Directs, develops, and administers plans, programs, and procedures, and implements regulations. Ensures compliance with policies and procedures. Evaluates performance for efficiency of operations. Markets the activity and performs representational duties as required. Provides guidance and assistance in resolving problems/conflicts arising from guest complaints. Reviews and analyzes report data for performance, occupancy, and obtainment of objectives. Forecast projections and trends. Plans and establishes general workflow, methods and schedules. Exercises budget and fiscal responsibilities.

Supervises assigned staff.

QUALIFICATION REQUIREMENTS

Three years of work experience as Front Desk Supervisor or Reservations Manager. Ability to use a computer for word processing or data entry.

Desired are candidates who also possess a two-year associate's degree; or AHLA (American Hotel and Lodging Association), CHA (Certified Hotel Administrative); (or other education institution equivalent) Lodging certificate.

CONDITIONS OF EMPLOYMENT:

A National Agency Check is required.